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<b>DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION</b> (37 CFR 1.63)	<b>Attorney Docket No.</b>	NTL-3.2.149/3550 (12767HUUS01U)
	<b>First Named Inventor</b>	Peter Tavernese, Jr.
	<b>COMPLETE IF KNOWN</b>	
	<b>Application Number</b>	To Be Assigned
	<b>Filing Date</b>	Concurrently Herewith
	<b>Group Art Unit</b>	
<b>Examiner Name</b>		

As a below named inventor, I hereby declare that:

My residence, post office address, and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTIONS WITH CUSTOMER SERVICE AGENTS**

the specification of which (Title of the invention)

☒ Is attached hereto  
OR☐ Was filed on (MM/DD/YYYY) \_\_\_\_\_ as United States Application Number or PCT International Application Number \_\_\_\_\_ and was amended on (MM/DD/YYYY) \_\_\_\_\_ (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or 365(b) of any foreign application(s) for patent or inventor's certificate, or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached? YES NO
			<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

☐ Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02B attached hereto.

I hereby claim the benefit under 35 U.S.C. 119(e) of any United States provisional application(s) listed below.

Application Number(s)	Filing Date (MM/DD/YYYY)	<input type="checkbox"/> Additional provisional application Numbers are listed on a supplemental Priority data sheet PTO/SB/02B attached hereto.

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## DECLARATION - Utility or Design Patent Application

I hereby appoint the following registered practitioner(s) to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith:

Name	Registration Number	Name	Registration Number
Peter T. Cobrin	24,117	Michael A. Adler	38,810
Marvin S. Gittes	24,350	Lawrence E. Russ	35,342
Richard M. Lehrer	38,536		
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Name of Sole or First Inventor:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
Given Name:	Peter Tavernese, Jr.
Inventor's Signature:	<i>Peter Tavernese Jr</i>
Date:	12/19/2000
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Citizenship:	USA

Name of Second Inventor:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
Given Name:	
Inventor's Signature:	
Date:	
Residence: City/State/Country:	
Mailing Address:	
Citizenship:	

Name of Second Inventor:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
Given Name:	
Inventor's Signature:	
Date:	
Residence: City/State/Country:	
Mailing Address:	
Citizenship:	

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